

RESUME  
ANJAN BAUR

**B.Tech In Automobile Engineering**  
**Regional Service Engineer, West Zone(India).**  
**SHRIRAM PISTONS & RINGS LTD.**

**E – Mail ID:** anjanbaur@gmail.com/ anjanbaurmckvieaue0946@gmail.com

**Mobile:** +91-9681328230, +91-9123062297

**Total Experience: 7 years and 2 months**



**Career Objectives:**

It's been a great professional journey so far and eagerly looking forward for new experiences in Customer Servicing or in Training department with an organization of high repute preferably in Automobile Industries.

**Profile Summary:**

- Customer service.
- Technical diagnosis & warranty settlement.
- Impart technical training to the sales staff and customers.
- Prepare technical notes & technical PPT modules to train sales team & customers.
- Create short technical training videos to promote company's product.
- Play a crucial role in New Product Development process & market study.
- Prepare & circulate Technical circulars, e-catalogue, e-posters etc.

**Role played in previous companies:**

- Sales generation through features training to the customer.
- Impart training on Heavy commercial vehicles to Ashok Leyland's dealer manpower.
- Manage CSR activity (Regional) of Maruti Suzuki India Limited.
- Deliver training to MSIL Tie-up ITI's students & dealer technical manpower.
- Organize job fair in collaboration with MSIL dealers at different Tie-up ITIs.
- Visit MSIL Dealers to analyze Performance, Progress and Productivity of technicians.
- Have experience in Customer Service as a Trainee Technician, Supervisor, Technical Analyst, In-house trainer and Dealer technical manager.
- Have depth knowledge on dealer SOP.

**Working Experience: 7 years and 2 months**

- **Company Name:** SRIRAM PISTONS & RINGS LTD.  
**Designation:** Assistant Service Engineer (West Zone)  
**Duration:** 3 years 1 month (From Sep'19 to till now)
- **Company Name:** ASHOK LEYLAND LTD.  
**Designation:** Service Trainer  
**Duration:** 2 months (From July'19 to Aug'19)
- **Company Name:** MARUTI SUZUKI INDIA LTD.  
**Designation:** Service Trainer  
**Duration:** 1 Year 10 months (From Sep'17 to June'19)

- **Company Name:** DEWAR'S GARAGE LTD. (MARUTI SUZUKI INDIA LTD.)  
**Designation:** Dealer Technical Manager (or as an In-House Trainer)  
**Duration:** 1 year 10 months (Nov'15 to Sep'17)
- **Company Name:** TC.MOTORS (TATA)  
**Designation:** Trainee Technician  
**Duration:** 3 months (Aug'15 to Nov'15)

#### **Academic Details:**

- B.Tech in Automobile Engineering from M.C.K.V Institute of Engineering in 2013 with CGPA/DGPA of 6.87.
- Completed H.S from Jujersha P.N.Manna Institution (Under W.B.C.H.S.E) in 2007 with 60.3%marks.
- Completed Madhyamik from Jujersha P.N.Manna Institution (Under W.B.B.S.E) in 2005 with 67.5%marks.

#### **Computer Skills:**

- **Having depth knowledge of Camtasia, Filmora for Technical video creation.**
- **Basic C, AutoCAD, CATIA**

#### **Final year Project:**

A project on "Study of Alternative Fuel Used in Automobile".

#### **Professional Training, Industrial training:**

- An industrial training under **C.S.T.C. (Govt. of West Bengal) (Dunlop).**
- A training under **BOSCH LTD. (Park Street)** on F.I.P., spark plug, starter, alternator.
- An industrial training on earth mover under **Agricultural Engineering Section, Haringhata Farm (Govt. of West Bengal), (Nadia).**

#### **Personal Details:**

- Name :- ANJAN BAUR
- C/o. :- Chaitali Baur (Mother)
- Permanent Address:- Vill+Post- Jujersha, P.S.- Panchla, Dist.- Howrah  
Pin code- 711302, State- West Bengal
- Present Address:- Flat no.- F803, Celestial City Phase 1, Ravet, Pimpri Chinchwad  
Dist.- Pune, Pin code- 412101, State- Maharashtra
- Language known :- English , Hindi , Bengali
- Date of Birth :- 15,Sept,1989
- Marital Status:- Single
- Location Preference: PAN India

#### **Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date:**

**Place:** Pune

**Signature:**